

1/38

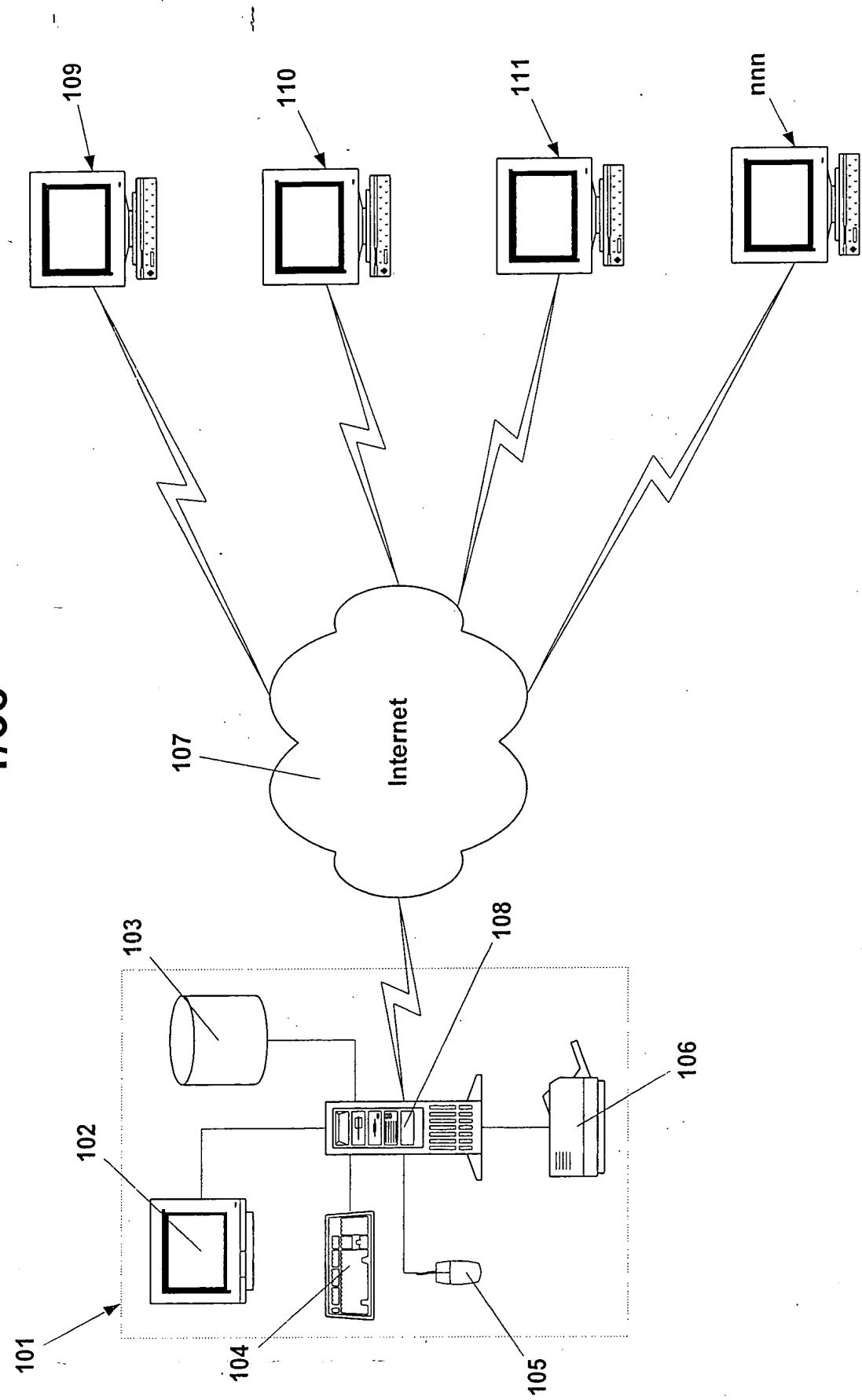


FIG. 1

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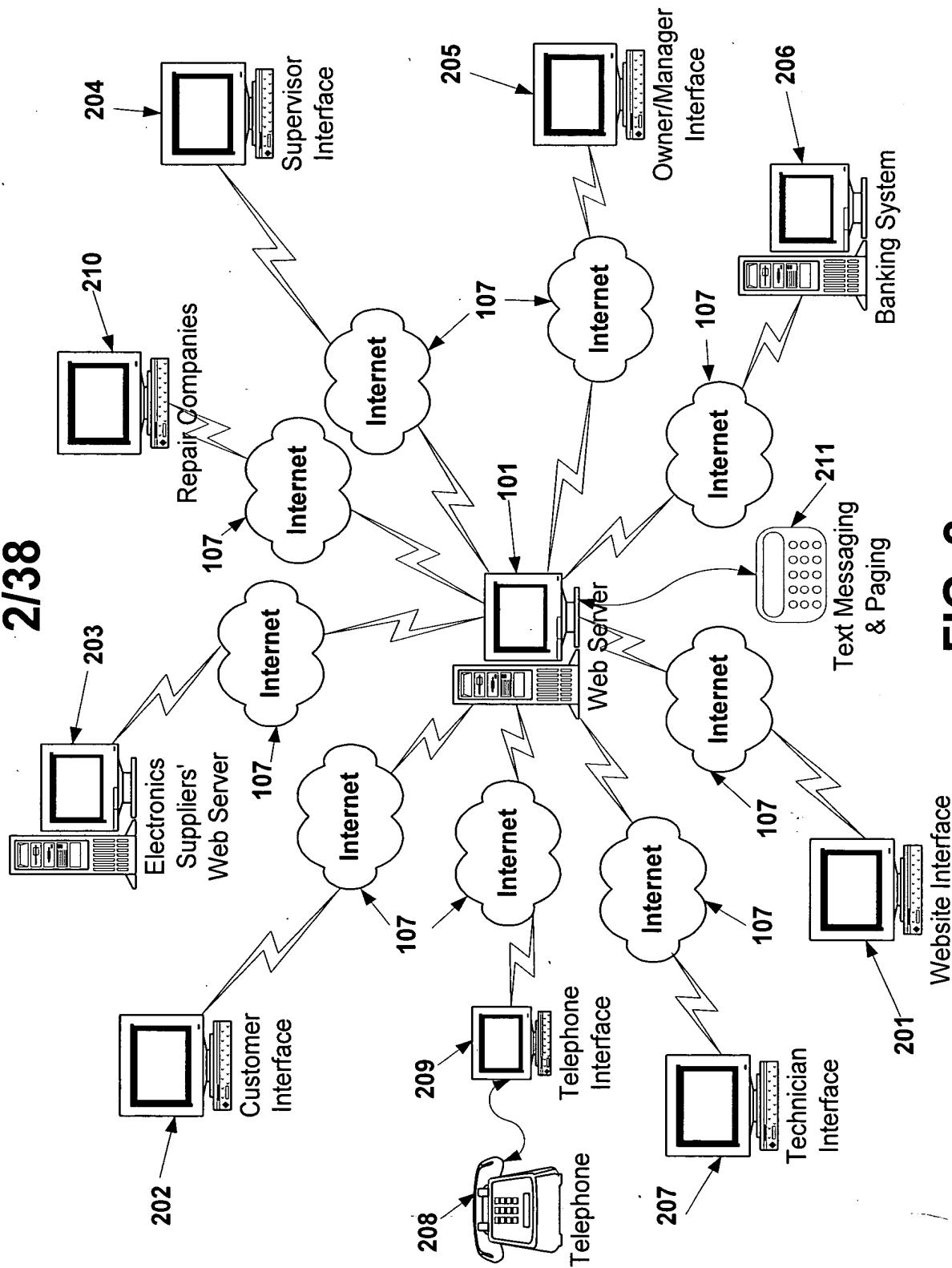


FIG. 2

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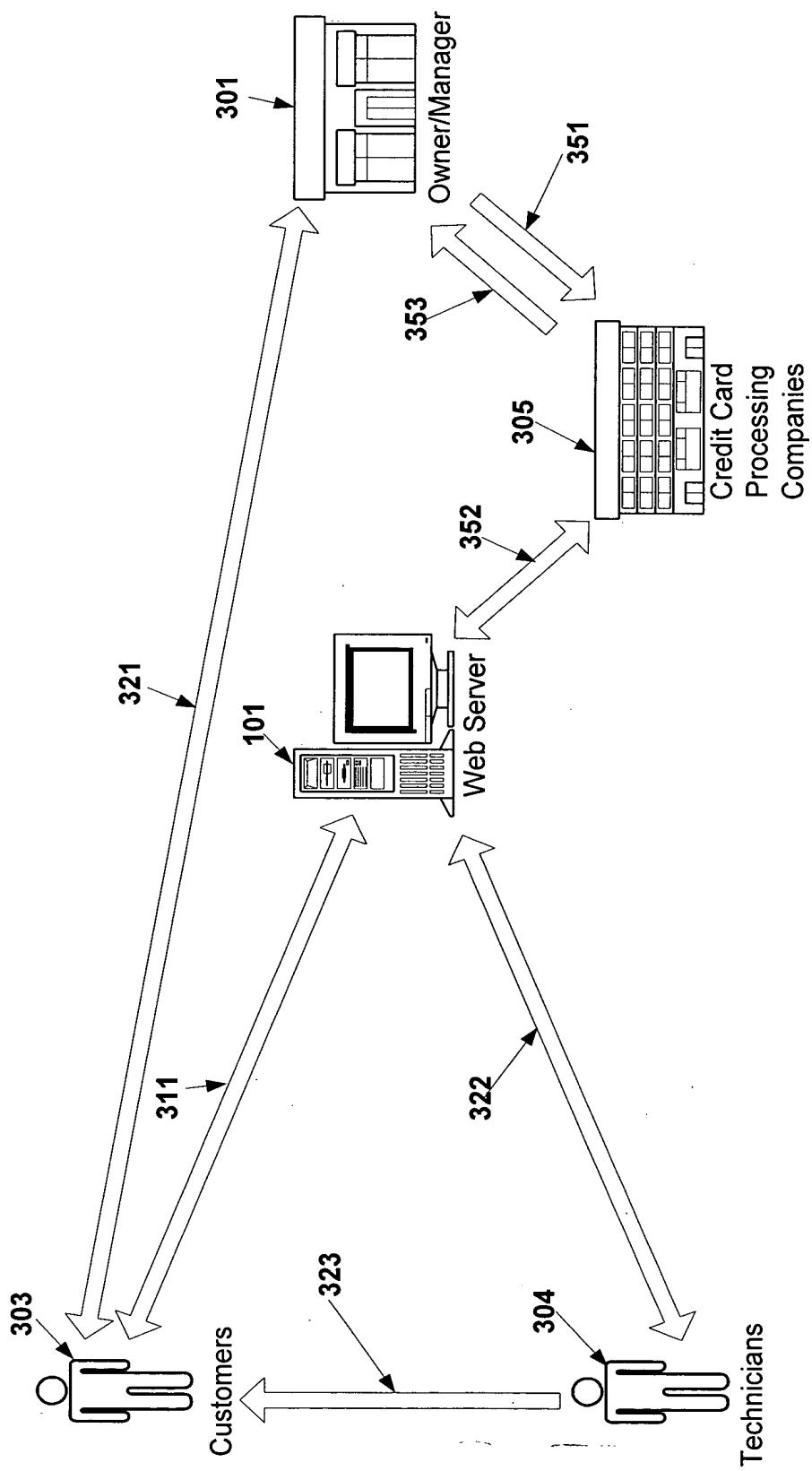


FIG. 3

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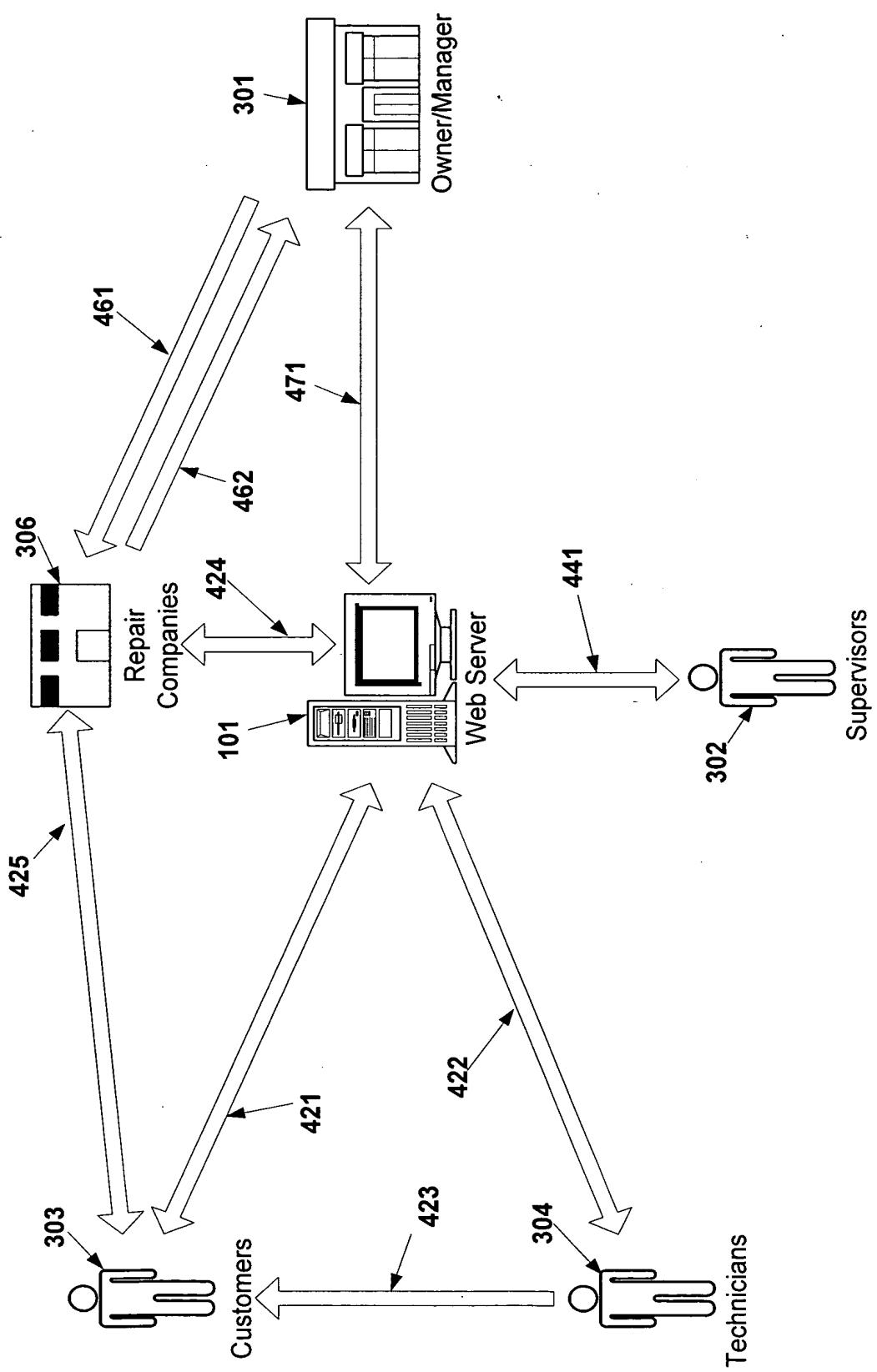


FIG. 4

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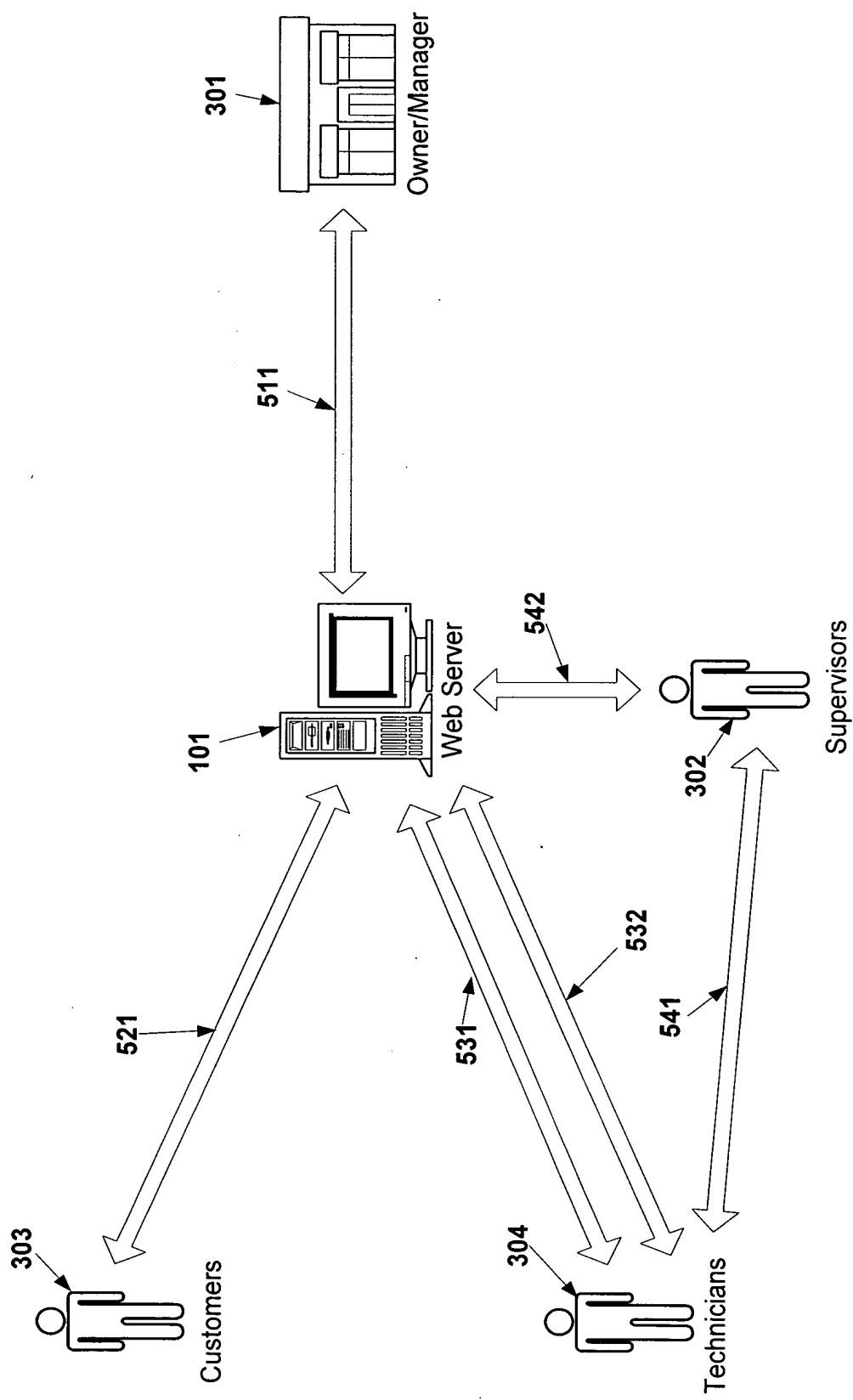


FIG. 5

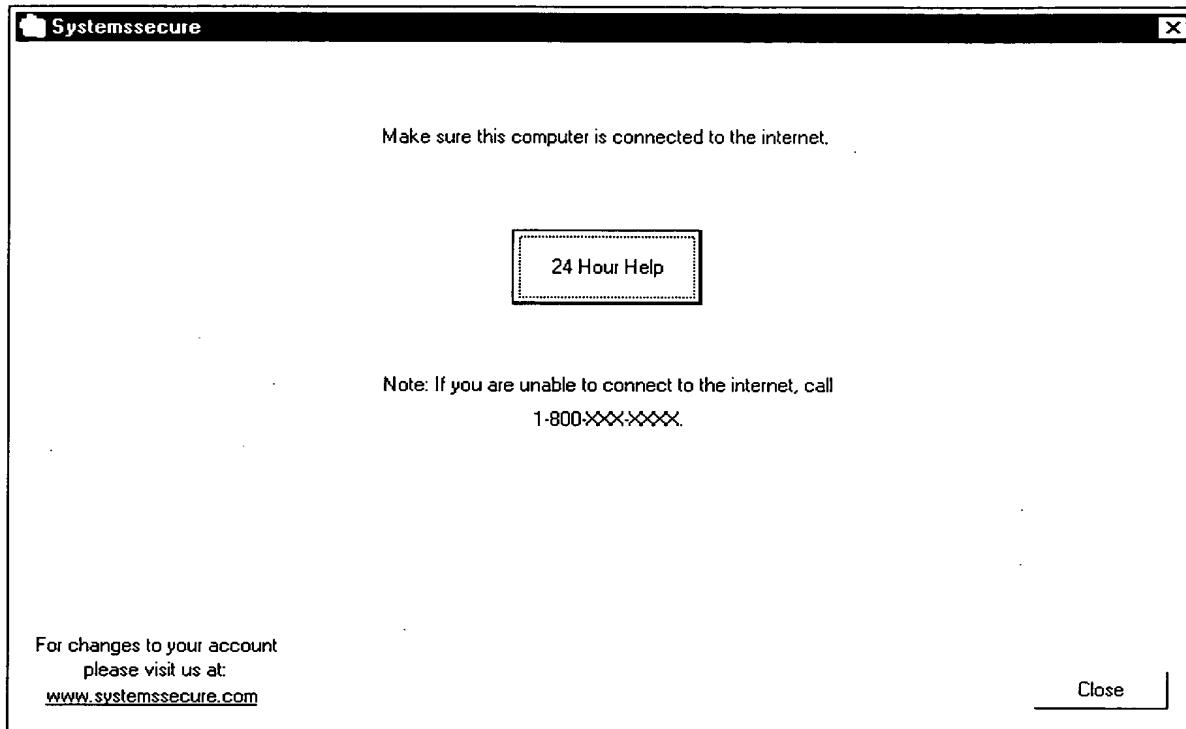


FIG. 6

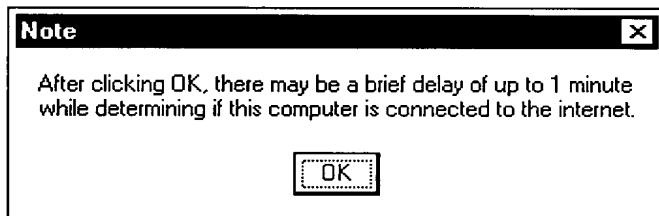


FIG. 7

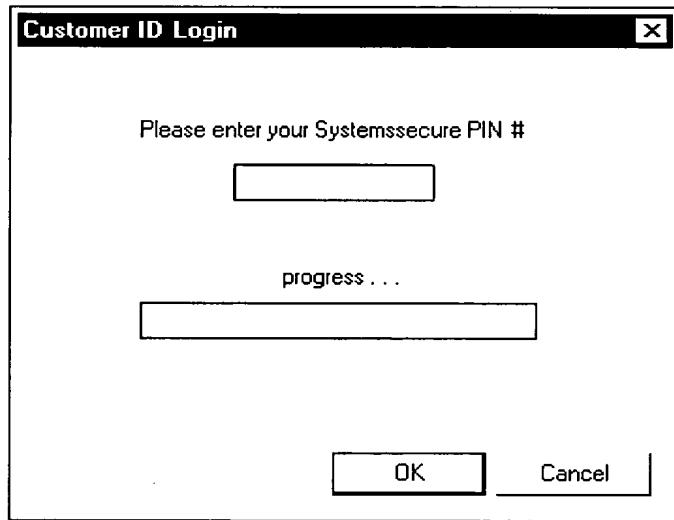


FIG. 8

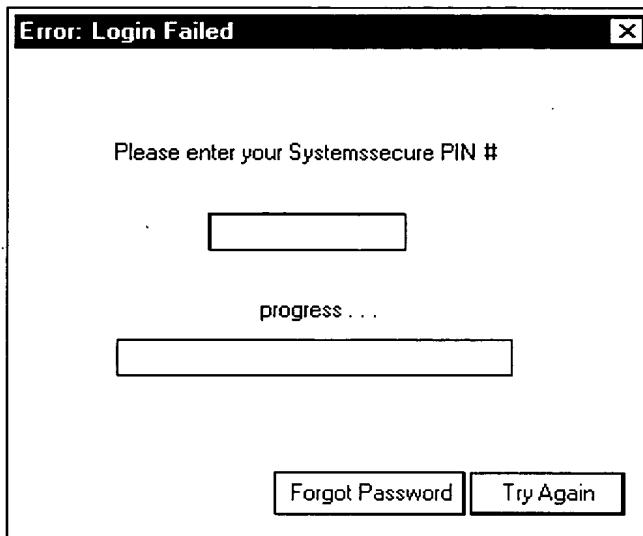
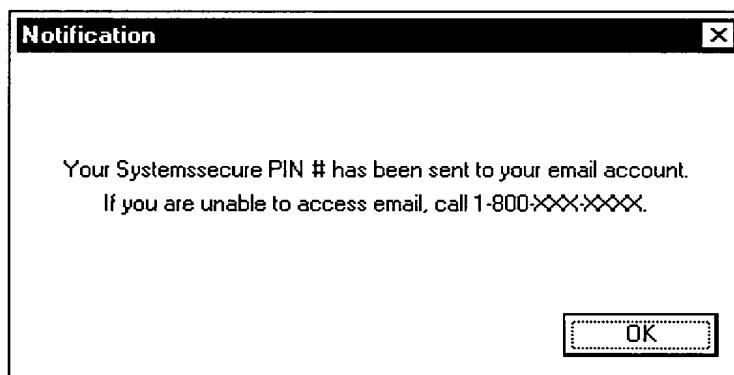
**FIG. 9****FIG. 10**



FIG. 11

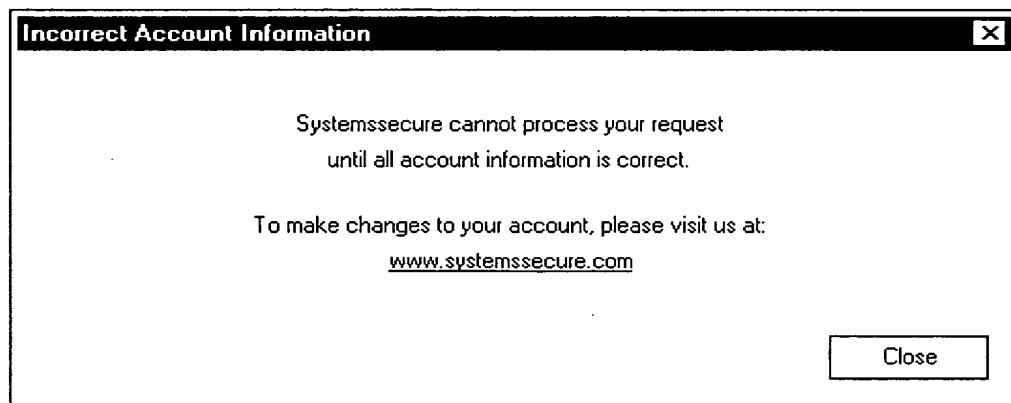


FIG. 12

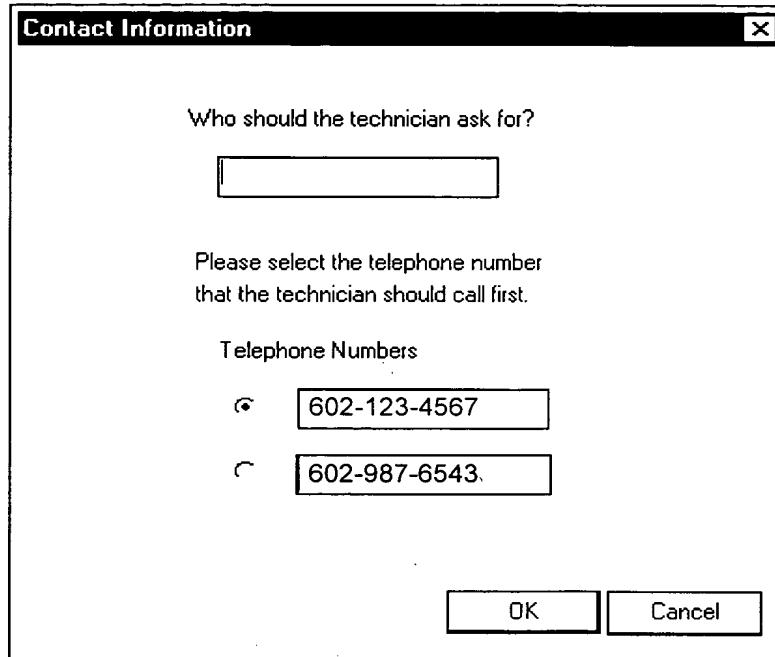


FIG. 13

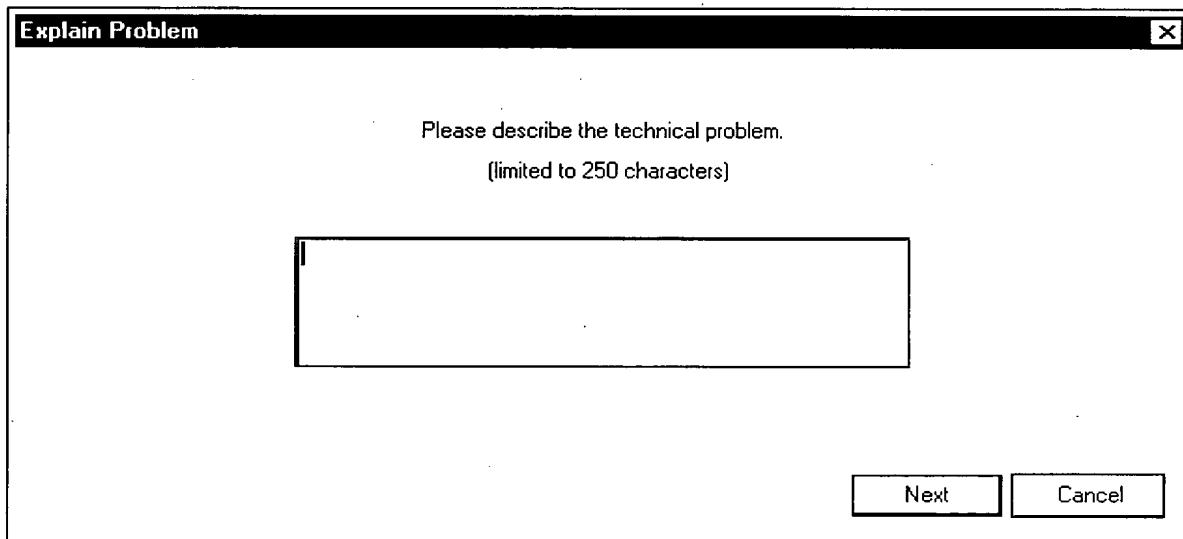


FIG. 14

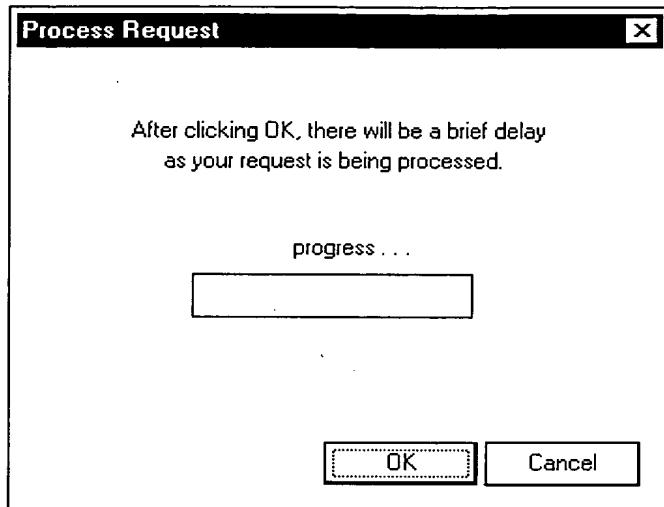


FIG. 15

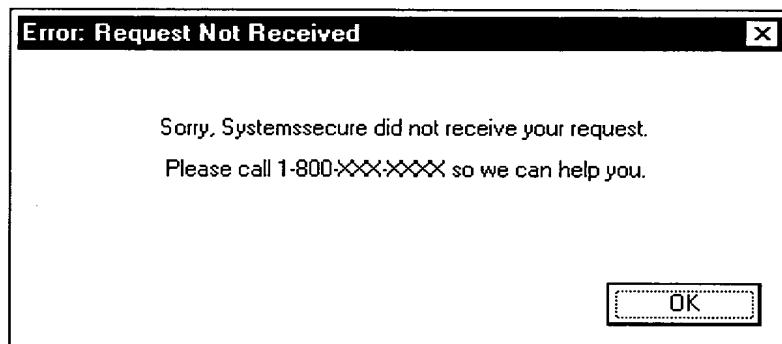


FIG. 16

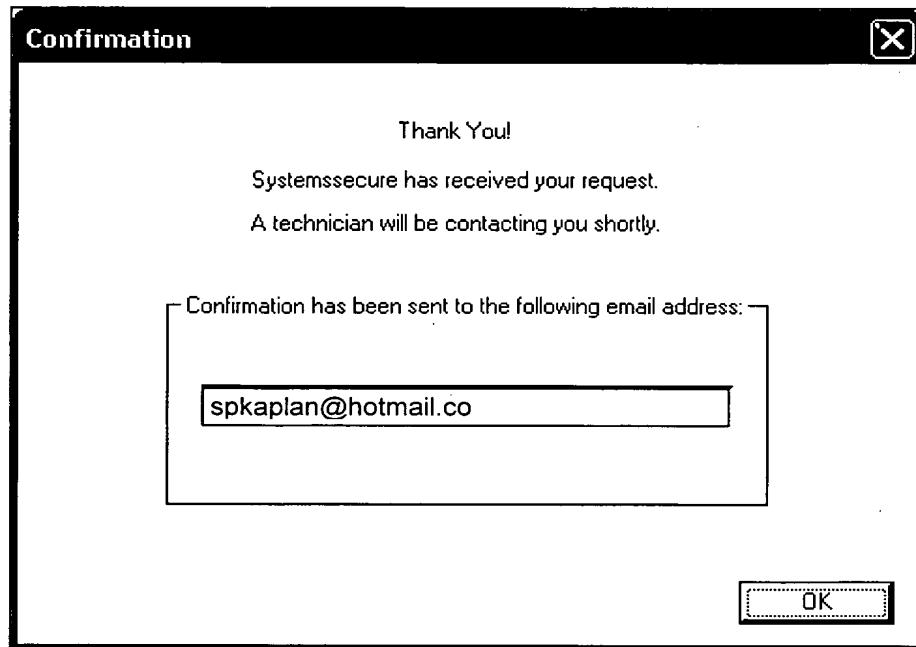


FIG. 17

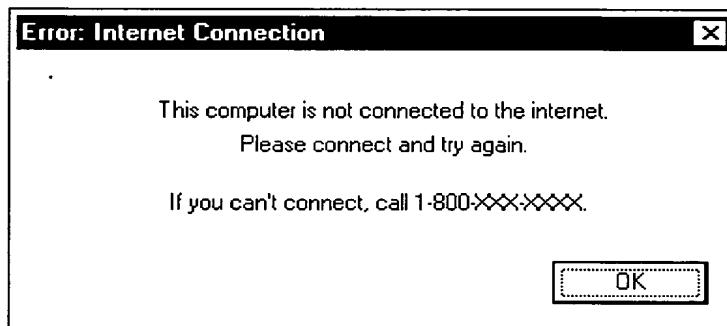


FIG. 18

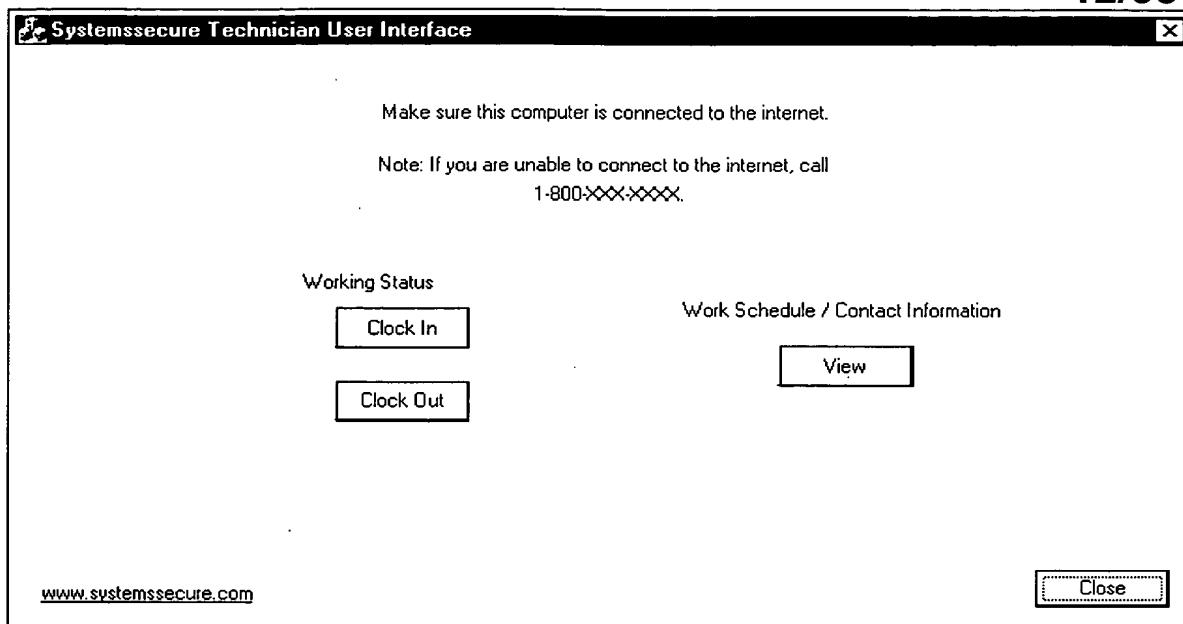


FIG. 19

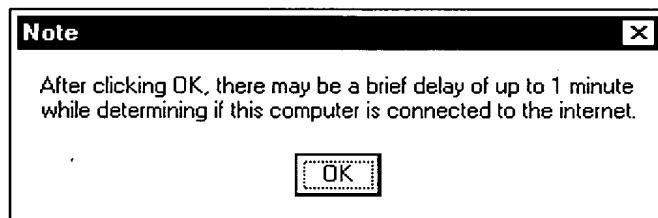


FIG. 20

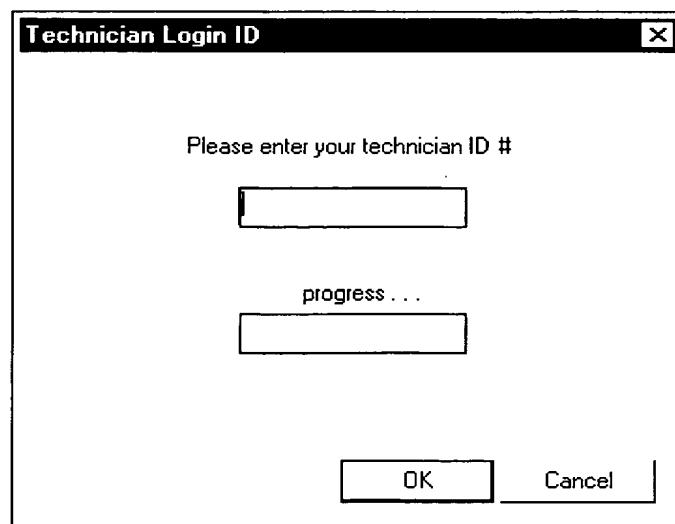


FIG. 21

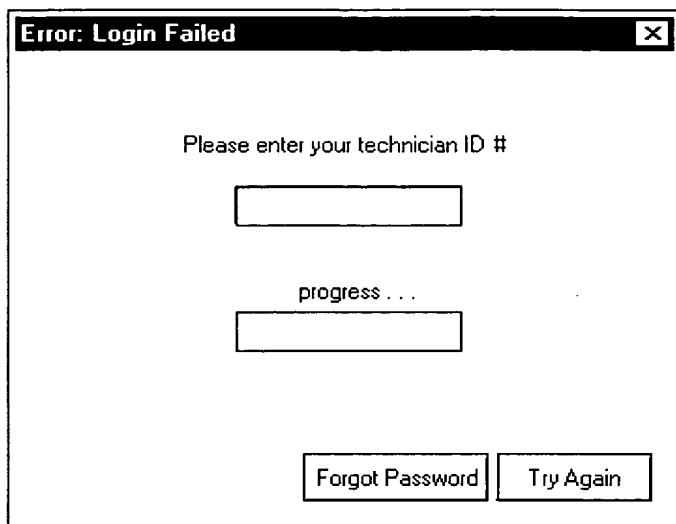


FIG. 22

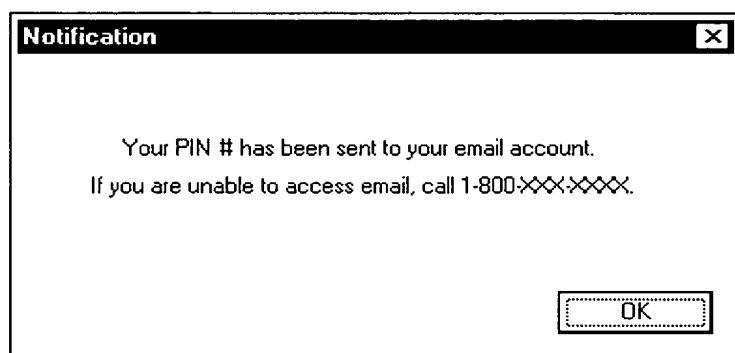


FIG. 23

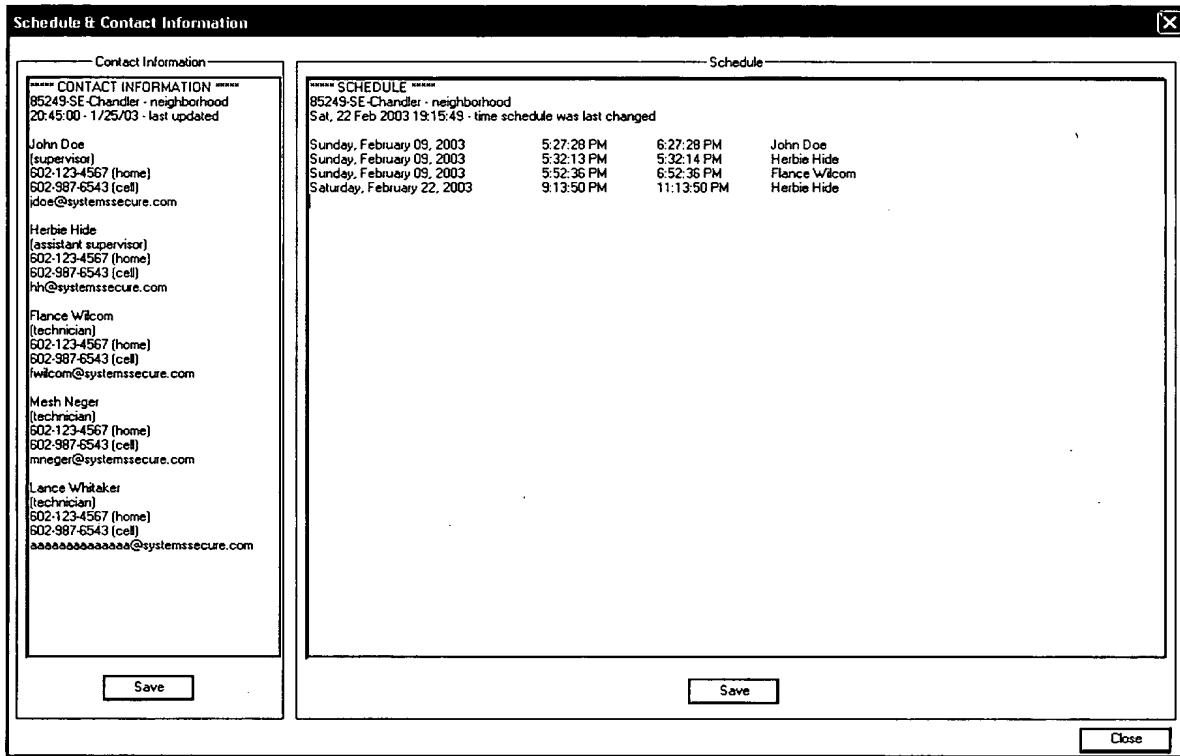


FIG. 24

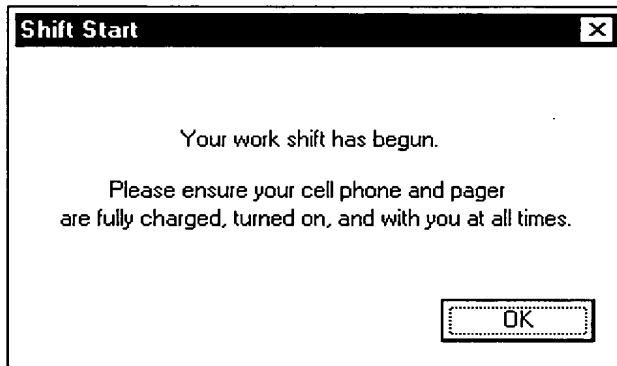


FIG. 25

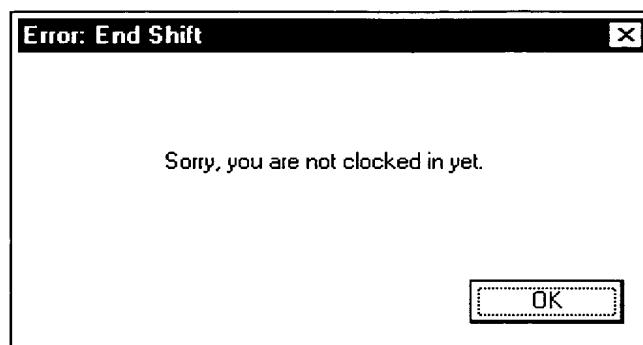


FIG. 26

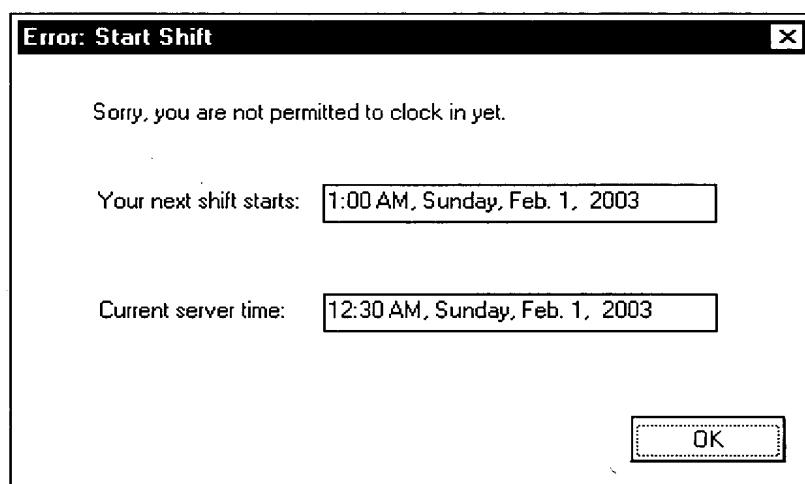


FIG. 27

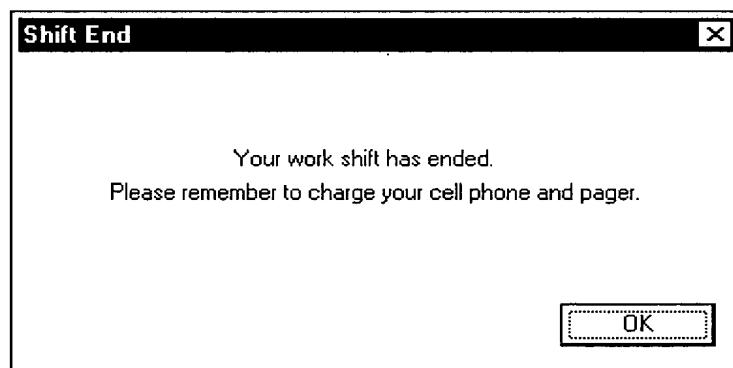
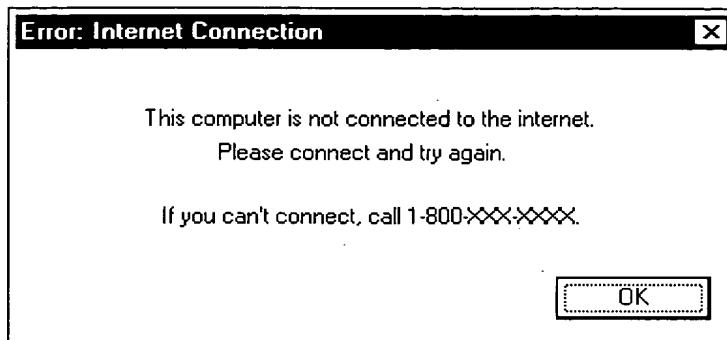
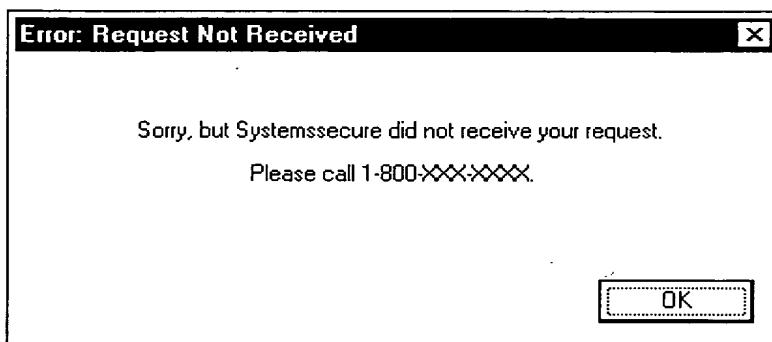
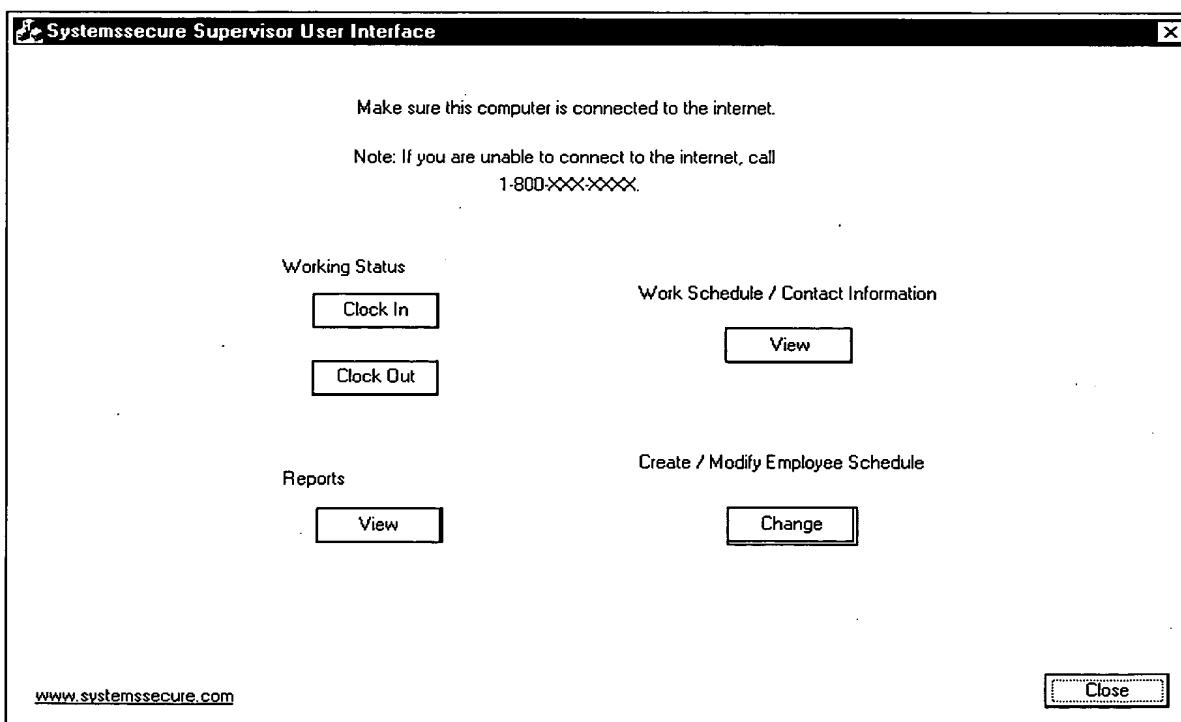


FIG. 28

**FIG. 29****FIG. 30****FIG. 31**

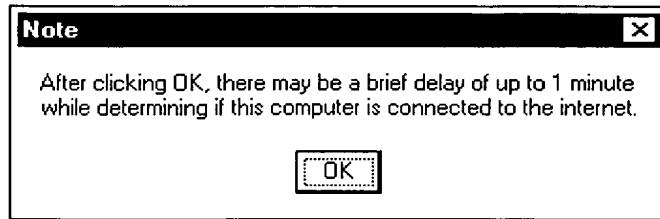


FIG. 32

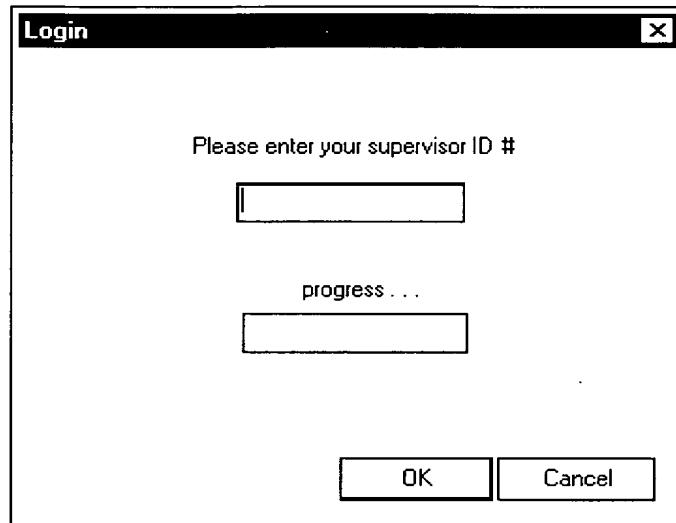


FIG. 33

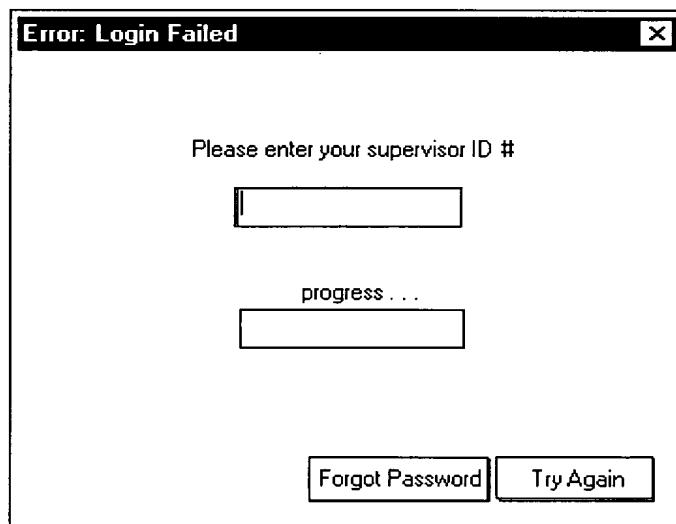


FIG. 34

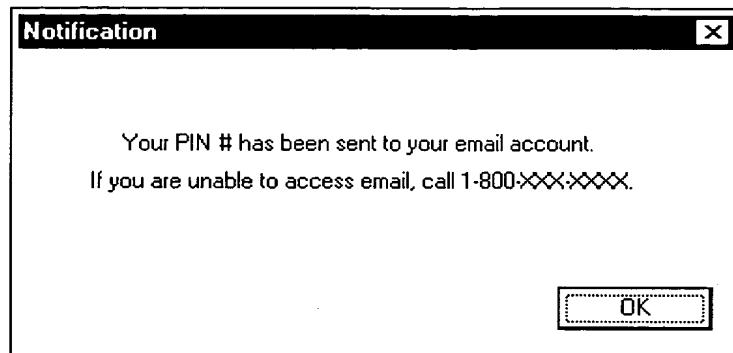


FIG. 35

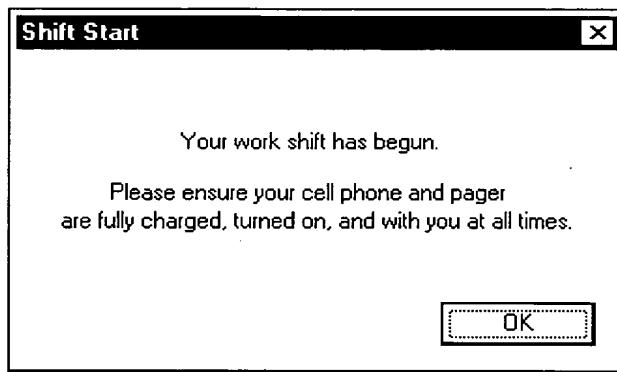


FIG. 36



FIG. 37

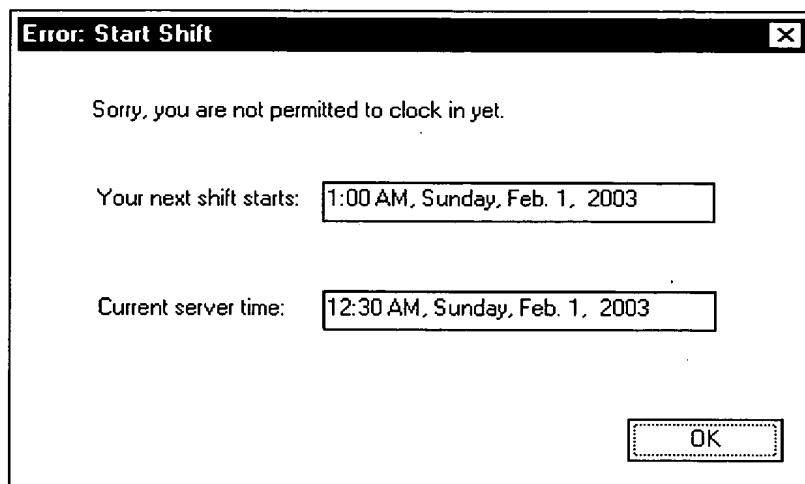


FIG. 38

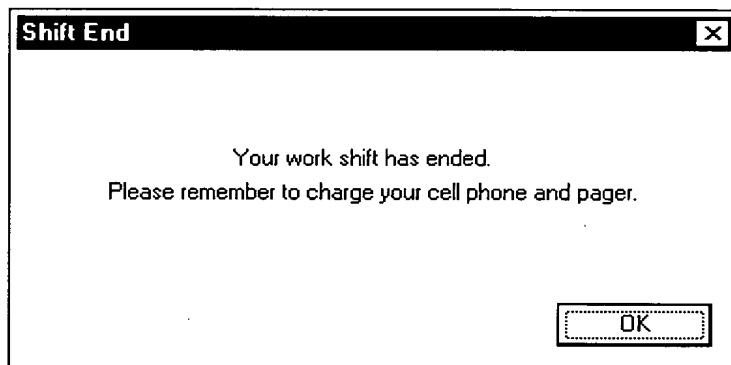


FIG. 39

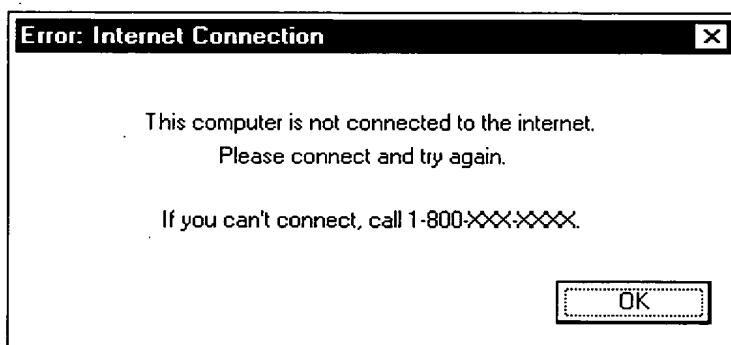


FIG. 40

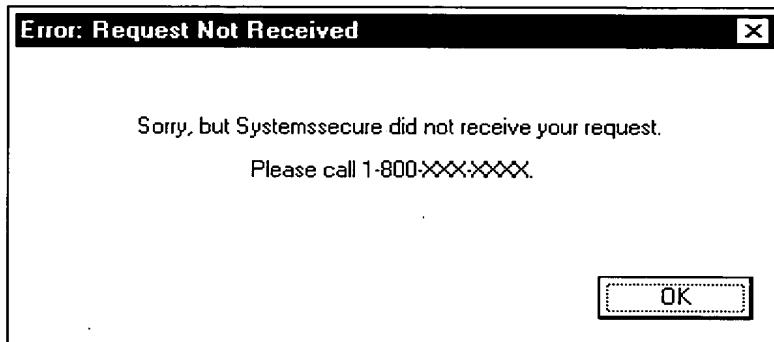


FIG. 41

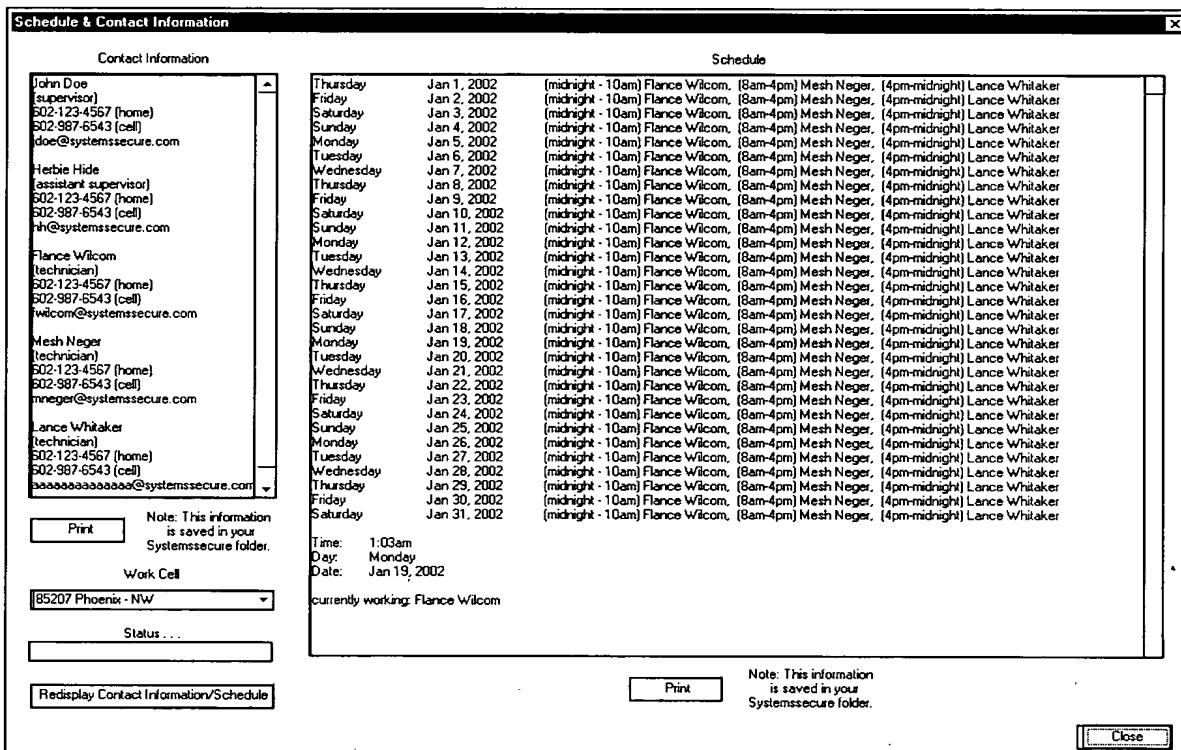


FIG. 42

Feedback

Choose Report Parameters

Start Date: Thursday, June 15, 2000

End Date: Saturday, February 15, 2003

Report

***** REPORT *****

85249-SE-Chandler - neighborhood
20:45:00 - 1/25/03 - time last updated

Wednesday, February 28, 2001
7 - Reference Number
plfl (Flance Wilcom) - technician
1:00am - technician arrived
1:23am - technician departed
(replaced a faulty cable - reason for service
completely satisfied - customer rating
abcde1gh (No name given) - customerid

Thursday, January 30, 2003
9 - Reference Number
plakru (Lance Whitaker) - technician
6:31pm - technician arrived
6:35pm - technician departed
power cable unplugged - reason for service
satisfied - customer rating
bleublue (Lori Poi) - customerid

Friday, January 31, 2003
7 - Reference Number
abcde1gh (No name given) - customerid
completely satisfied - customer rating
Flance did an excellent job and I am very happy.
I love your company and you provide excellent customer
service.

Friday, January 31, 2003
9 - Reference Number
plfl (Flance Wilcom) - technician
1:34am - technician arrived
1:53am - technician departed
download software to repair internet connection - reason for service
not satisfied - customer rating
jkggxt (John) - customerid

Redisplay Report

Save

Close

FIG. 43

Schedule

Change / Edit Schedule

| Date | Shift Start | Shift End | Employee |
|-----------------------|-------------|------------|----------------------|
| Sunday, June 15, 2003 | 5:39:46 PM | 5:39:46 PM | -- make selection -- |

Proposed Schedule

Add Selection

Remove Selection

Preview of proposed schedule

***** SCHEDULE *****

85249-SE-Chandler - neighborhood
Sat, 22 Feb 2003 19:15:49 - time schedule was last changed

| | 5:27:28 PM | 6:27:28 PM | John Doe |
|-----------------------------|------------|-------------|---------------|
| Sunday, February 09, 2003 | 5:32:13 PM | 5:32:14 PM | Herbie Hide |
| Sunday, February 09, 2003 | 5:52:36 PM | 6:52:36 PM | Flance Wilcom |
| Saturday, February 22, 2003 | 9:13:50 PM | 11:13:50 PM | Herbie Hide |

Status ...

Save To Server

Close

FIG. 44

SystemsSecure

Welcome

[Interested in our service?](#)

[Customer login](#)

[Technician login](#)

[Interested in becoming a SystemSecure technician?](#)

[Supervisor login](#)

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FIG. 45

SystemsSecure

Please enter the following information so that we can contact you about our services.

Work Home

Name:

Address 1:

Address 2:

City:

State:

Zip:

Phone:

Email:

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 46

SystemsSecure

Thank you, your request has been received.

A representative will be contacting you shortly!

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 47

SystemsSecure

Customer Login:

Enter the phone number for this account:
in the form of 1234567890 (without dashes or parenthesis)

Enter the PIN number for this account:

Submit

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FIG. 48

SystemsSecure

Sorry, incorrect login - please try again.

Customer login:

Enter the phone number for this account:
in the form of 1234567890 (without dashes or parenthesis)

Enter the PIN number for this account:

Submit

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FIG. 49

SystemsSecure

How can we help you?

Interested in adding service to another location
 Moving
 Moving service to another computer
 Modify billing info
 Comments:

Submit

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FIG. 50

SystemsSecure

Thank you for your response

It will help us to continuously improve!

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FIG. 51

SystemsSecure

Technician login:

Enter the phone number for this account:
in the form of 1234567890 (without dashes or parenthesis)

Enter the PIN number for this account:

Submit

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FIG. 52

SystemsSecure

Sorry, incorrect login - please try again.

Technician login:

Enter the phone number for this account:
in the form of 1234567890 (without dashes or parenthesis)

Enter the PIN number for this account:

Submit

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FIG. 53

SystemsSecure

How can we help you?

Complete work order
 Initial customer setup

Submit

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FIG. 54

SystemsSecure

Completed work report

Work order number:

Time in: Time out:
(use military time without a colon, e.g. 1830 for 6:30 PM)

Does the customer require services from a contractor?

No Yes

Submit

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FIG. 55

SystemsSecure

Incorrect work order number - please try again.

Completed work report

Work order number:

Time in: Time out:
(use military time without a colon, e.g. 1830 for 6:30 PM)

Does the customer require services from a contractor?

No Yes

Submit

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FIG. 56

SystemsSecure

Find a contractor

Commercial Residential

select one...

select one...
 Communications
 Computer/Network
 Electrician
 Security

Submit

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FIG. 57

SystemsSecure

Please help us improve with feedback on our service:

Enter your customer number

Completely satisfied Satisfied Unsatisfied

Submit

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FIG. 58

SystemsSecure

Incorrect customer login - please try again.

Please help us improve with feedback on our service:

Enter your customer number

Completely satisfied Satisfied Unsatisfied

Submit

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FIG. 59



FIG. 60

This figure displays a customer information form titled "SystemsSecure". At the top, it states: "This page should only be filled out by the customer, not the technician." Below this, a instruction reads: "Please enter your customer information:". The form contains ten input fields, each preceded by a label and followed by a horizontal input box:

- Name: _____
- Address 1: _____
- Address 2: _____
- City: _____
- State / Province: _____
- Zip / Postal Code: _____
- Phone:
(no dashes or parentheses): _____
- Email: _____
- Credit Card number
(no spaces or dashes): _____
- Expiration
(month year, no spaces): _____

At the bottom center of the form is a "Submit" button. At the very bottom, it says "Copyright © 2002 SystemsSecure. All rights reserved."

FIG. 61

SystemsSecure

Thank you for your purchase.

[Download the software](#)

Note: Your customer number will be emailed to you after the download is complete.

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 62

SystemsSecure

Sorry, we are having trouble processing your credit card, please re-enter.

This page should only be filled out by the customer, not the technician.

Please enter your customer information:

Name:

Address 1:

Address 2:

City:

State / Provence:

Zip / Postal Code:

Phone:
(no dashes or parentheses):

Email:

Credit Card number
(no spaces or dashes):

Expiration
(month year, no spaces):

Submit

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FIG. 63

SystemsSecure

Please enter the following information to be contacted about possible employment.

Name:

Address 1:

Address 2:

City:

State:

Zip:

Phone:

Email:

Please briefly describe your low-voltage systems background:

Submit

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FIG. 64

SystemsSecure

Supervisor login:

Enter the phone number for this account:
in the form of 1234567890 (without dashes or parenthesis)

Enter the PIN number for this account:

Submit

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FIG. 65

SystemsSecure

Sorry, incorrect login - please try again.

Supervisor login:

Enter the phone number for this account:
 in the form of 1234567890 (without dashes or parenthesis)

Enter the PIN number for this account:

Submit

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FIG. 66

SystemsSecure

Please enter your information to setup your account.

Name:

Address 1:

Address 2:

City:

State:

Zip:

Cell Phone:

Home Phone:

Pager:

Email:

Submit

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 67

SystemsSecure

Welcome to the SystemSecure team!

[Download the software](#)

Note: Your PIN number will be emailed to you after the download is complete.

Copyright © 2002 SystemsSecure. All rights reserved.

FIG. 68

SystemsSecure

Use this page to change your customer information:

| <u>Current:</u> | <u>Revised:</u> |
|--|------------------------|
| Name: | Scott Kaplan |
| Address 1: | 123 Wild Street |
| Address 2: | Apt. 215 |
| City: | Phoenix |
| State / Provence: | AZ |
| Zip / Postal Code: | 85032 |
| Primary Phone (no dashes or parenthesis): | 1234567890 |
| Secondary Phone: | 2345678901 |
| Email: | scottk@yahoo.com |
| Credit Card (no spaces or dashes): | ending in: 00031234 |
| Expiration (month/year): | 0203 |

Submit

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FIG. 69



FIG. 70

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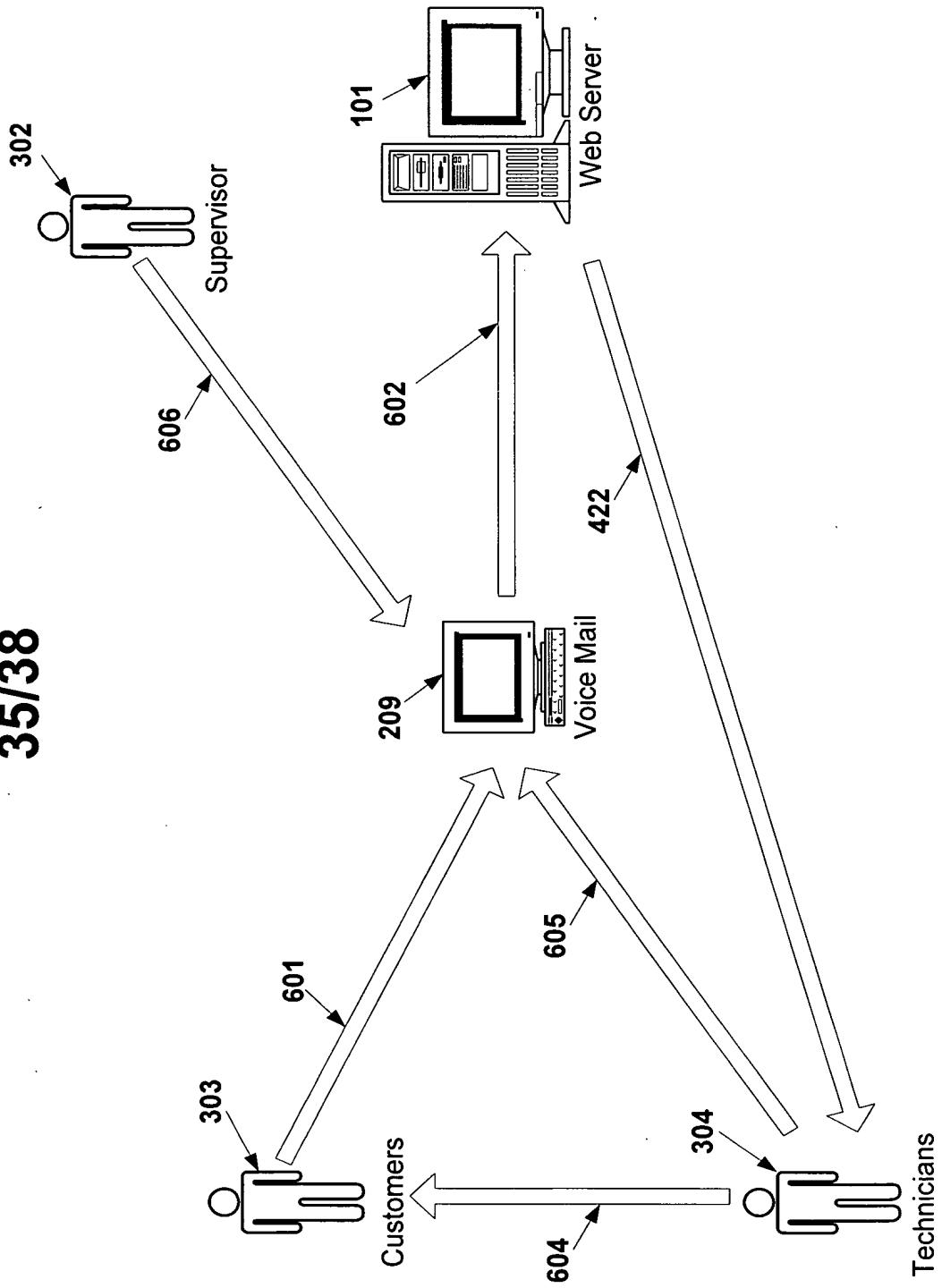


FIG. 71

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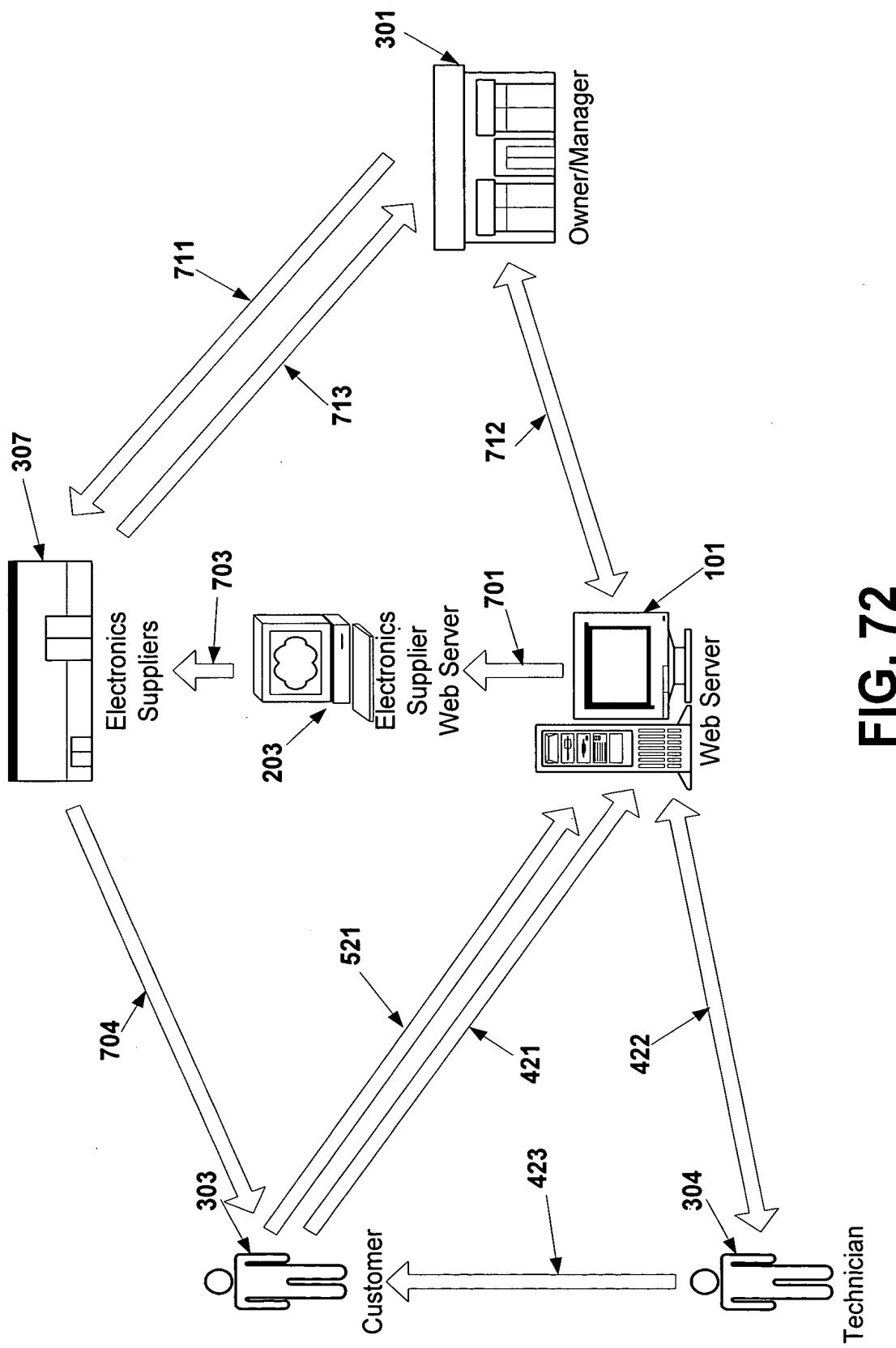


FIG. 72

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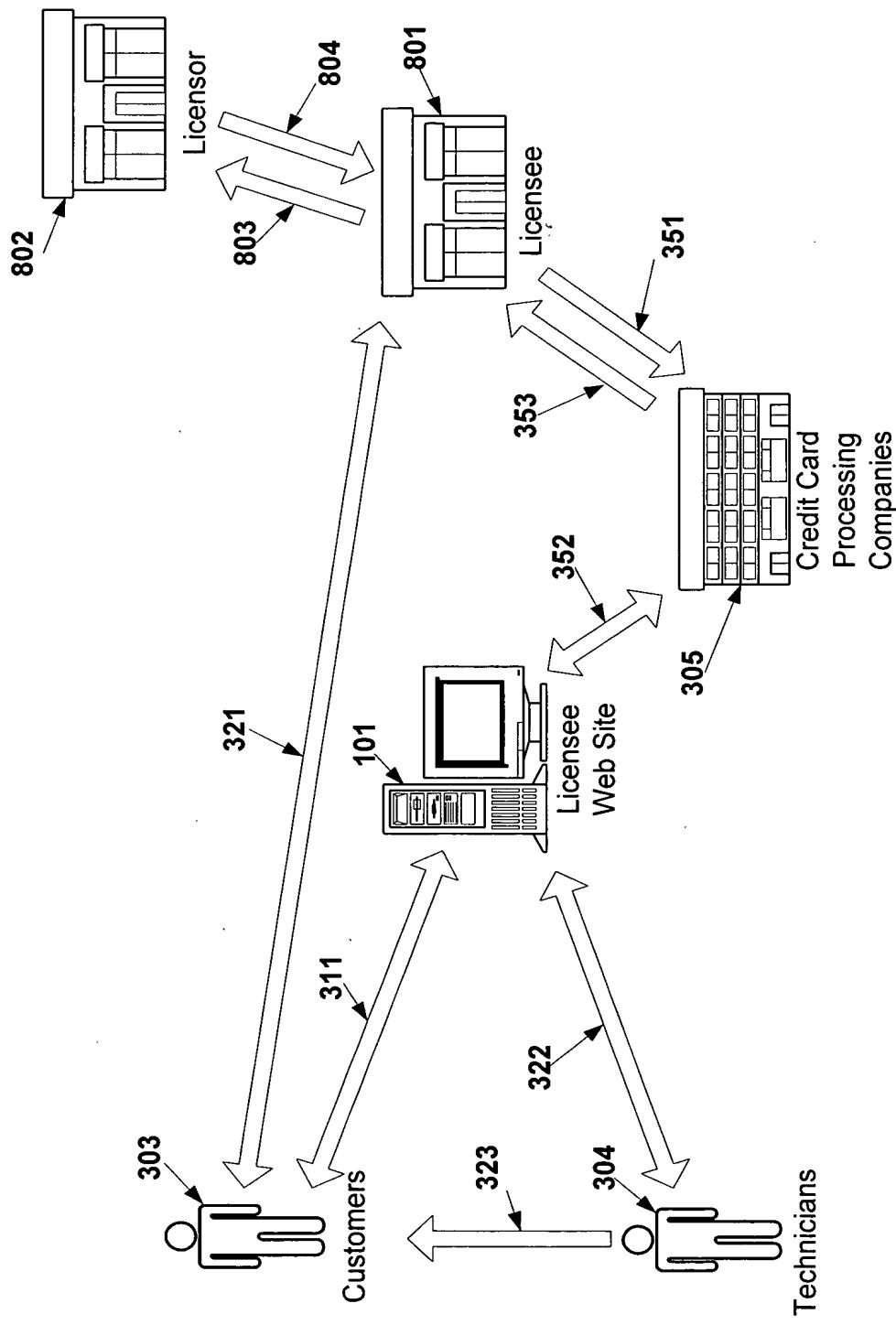


FIG. 73

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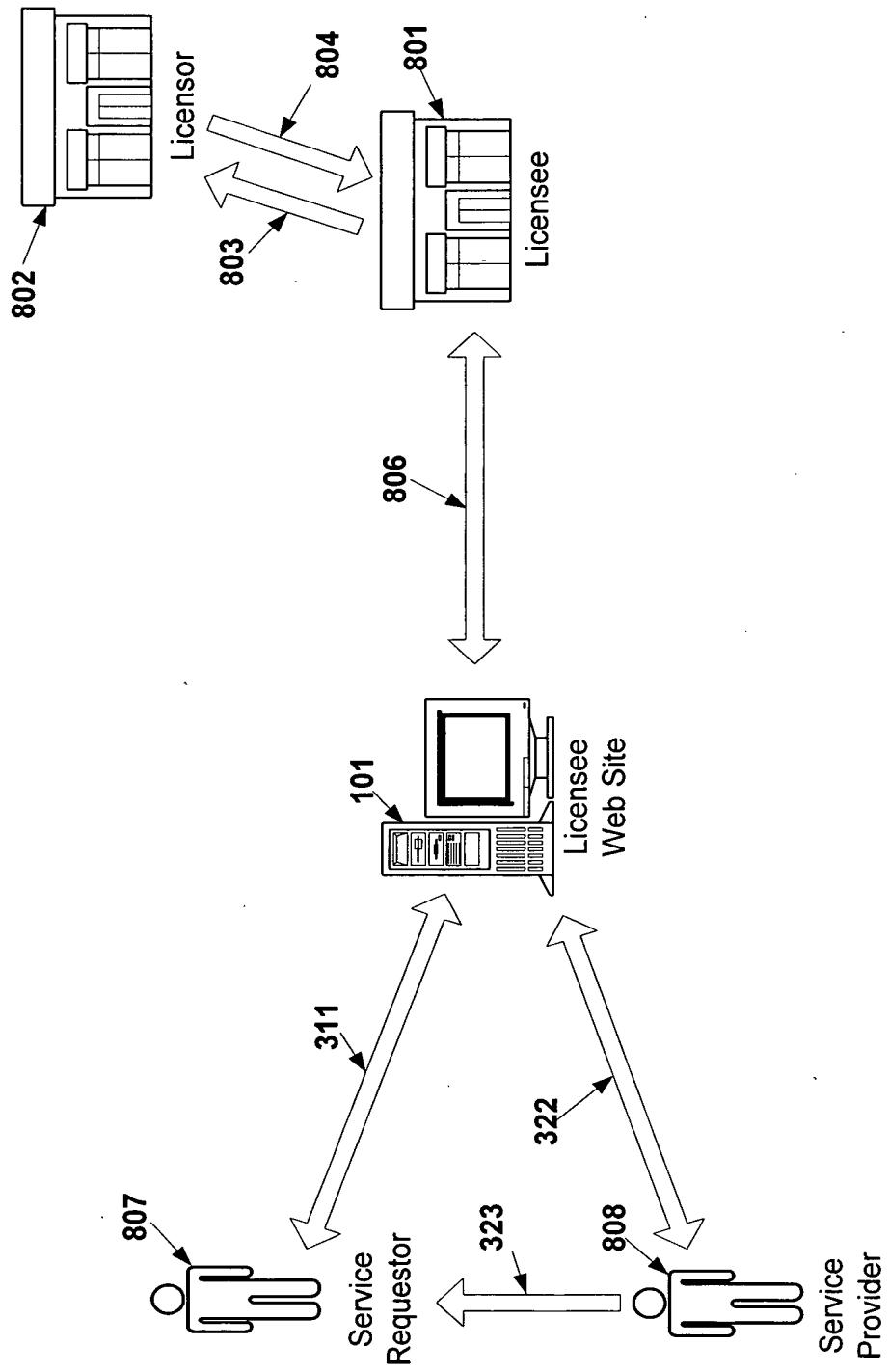


FIG. 74